



Preparing for VTrckS

Provider Technical Setup

What do I need on my computer to access VTrckS?

Providers need Internet access and a web browser to access VTrckS. However, it is important to note that if a provider does not have high-speed Internet (i.e., they use dial-up or have a slower Internet connection), they may experience more difficulties using VTrckS.

Providers will need the following:

PC User	Notes
HARDWARE	
Desktop or laptop	
INTERNET	
High-speed internet access (dial-up not recommended)	
TLS 1.0 must be enabled in the user's Web browser	
SOFTWARE	
Internet Explorer 6, 7, 8 or 9 for Windows;	
Mozilla Firefox 2.0, 3.0, 3.5 **	Firefox 2.0 conditionally supported with Windows XP 2002 Prof. 32 bit; Firefox 3.0, 3.5 conditionally supported with Windows 7 32-bit or 64-bit
Adobe Reader 9 and Up	
Microsoft Office Professional 1997, 2003, 2007 or 2010	
OPERATING SYSTEM (OS)***	
Windows XP (preferred)	<div>*** Please note that there is no MAC OS environment technical support.</div>
Windows 2000	
Windows Vista	
Windows 7	
1 GB free space	

* Please note that there is no official support for other Web browsers and operating systems beyond those listed above.

** If you experience compatibility issues between your operating system and Web browser version, please contact CDC's **Vaccine Order Management Contact Center at 1-877-878-6247**. Every effort will be made to support you. However, if your technical setup differs from the versions listed above, it may be necessary for you to modify your installed software and operating system to a version compatible with the underlying SAP application as per the SAP Product Availability Matrix (PAM) dated November 2011.

***If you do not have this version, please contact CDC's Vaccine Order Management Contact Center.